



## Maine Department of Health and Human Services

Brenda M. Harvey  
Commissioner

### Office of MaineCare Services

442 Civic Center Drive  
11 State House Station  
Augusta, ME 04333-0011

John Elias Baldacci  
Governor

Anthony Marple  
Director

TO: Chief Financial Officers  
Patient Account Managers  
Other Interested Personnel

FROM: Anthony Marple  
Director, Office of MaineCare Services

DATE: September 14, 2007

SUBJECT: Void Functionality in MeCMS

As you know, MECMS has not had the capability to void claims that have been paid incorrectly or paid at \$0.00. Over the past several months, an upgrade to the MeCMS system has been designed, written and tested for this purpose. This is a very significant opportunity to resolve outstanding claim issues.

However, because of the volume of open claims, this process needs to be managed in a deliberate, careful manner to avoid short-term cash flow problems for providers and to prevent processing volume issues for MECMS. Void functionality does not provide a resolution for all open claim issues. The general rule of thumb is that if *current* claims are processing accurately, similar past claims can be adjudicated. For certain providers, claims presented for re-billing will be offset against interim payments.

It is very important that your business office personnel follow the instructions for using the void functionality carefully and that they work closely with MaineCare personnel in the process.

Thank you for your patience, cooperation and continued support.

cc: Brenda M. Harvey, Commissioner  
PAG  
DHHS Office Directors  
SMT